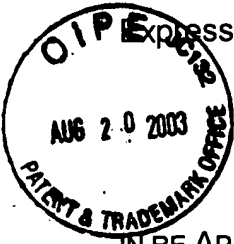


#1610
MS
9-803



Express Mail Label EV 335522589 US

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

IN RE APPLICATION OF: JOHN L. COKER *ET AL.*

APPLICATION No.: 09/866,878

FILED: MAY 30, 2001

FOR: **SYSTEM AND METHOD FOR SMART
SCRIPTING CALL CENTERS AND
CONFIGURATION THEREOF**

EXAMINER: HOANG VU-A

NGUYEN-BA

ART UNIT: 2122

CONF. NO: 4488

RECEIVED

AUG 2 2 2003

Technology Center 2100

Amendment Under 37 C.F.R. § 1.111

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

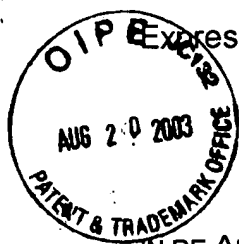
Sir:

The present communication responds to the Office Action dated June 12, 2003,
in the above-identified application. Please amend the application as follows.

08-21-03

GP/2122

Attorney Docket No. 38481-8517.US01



Express Mail Label EV 335522589 US

PATENT

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AUG 22 2003

Transmittal of Amendment Under 37 C.F.R. § 1.111

Technology Center 2100

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

1. Transmitted herewith are the following:

- ☒ Amendment Under 37 C.F.R. § 1.111
- ☐ Petition for -Month Extension of Time
- ☐ Terminal Disclaimer
- ☐ Sequence Listing printout, floppy diskette, matching declaration
- ☐ Information Disclosure Statement, Form PTO-1449 (modified),
References
- ☐ Check in the amount of \$

2. Entity Status

- ☐ Small Entity Status (37 C.F.R. § 1.9 and § 1.27) has been established by
a previously submitted Small Entity Statement.

3. Conditional Petition for Extension of Time:

Applicant petitions for an Extension of Time, if necessary, for timely of this
transmittal and enclosures.

4. Fee Calculation and Payment

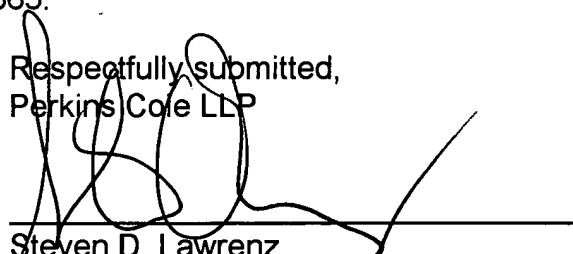
For:	(Col. 1) No. Filed	(Col. 2) No. Extra	Small Entity			Other Than a Small Entity	
			Rate	Fee	Rate	Fee	
Total Claims	11 - 20	0	x \$ 9 =	\$0	or	x \$ 18 =	\$0
Independent Claims	6 - 3 (prev. 6)	0	x \$42 =	\$0	or	x \$ 84 =	\$0
<input type="checkbox"/> Multiple Dependent Claim Presented			+ \$140 =	\$0	or	+ \$280 =	\$0
<input type="checkbox"/> Extension of Time Fee				\$0			\$0
*If the difference in Col. 1 is less than zero, enter "0" in Col. 2.			TOTAL	\$0	or	TOTAL	\$0

5. Provisional Fee Authorization

Please charge any underpayment in fees for timely filing of this transmittal and enclosures to Deposit Account No. 50-0665.

Date: 8/20/03

Respectfully submitted,
Perkins Coie LLP


Steven D. Lawrenz
Registration No. 37,376

Correspondence Address:

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Perkins Coie LLP
P.O. Box 1247
Seattle, Washington 98111-1247
(206) 583-8888